

Message

From: Mark R Davies [GRO]
on behalf of [GRO]
Sent: 11/09/2014 16:50:53
To: Bryan Hewson [GRO]
Subject: Re: The news

No worries Bryan! Hope all well. Never a dull moment here!

Sent from my iPhone

On 11 Sep 2014, at 13:02, "Bryan Hewson" [GRO] wrote:

Gordon b****y Bennett

Hence no official comms - can appreciate the delicacy & I will stop distracting you from damage limitation actions

Thanks Mark

On 11 Sep 2014, at 12:45, "Mark R Davies" [GRO] wrote:

It was the result of a leak.

Sent from my iPhone

On 11 Sep 2014, at 12:23, "Bryan Hewson" [GRO] wrote:

Was it "handled" or leaked ?

Bryan

On 11 Sep 2014, at 08:05, "Mark R Davies" [GRO] wrote:

Hi Bryan

I hope you are well?

Angela mentioned your concerns and I thought I would reply direct.

It is always a difficult balance to get the handling right in these cases where media reports on PO matters. I am sorry you feel we didn't it right on this occasion.

What I would say is that our statement on the report - which makes very clear that we do not accept its findings - was prominent in media reporting for the very reason you outline.

We issued guidance to our business centre colleagues so that they had our position as well, in the event of any calls.

We had a long discussion on Tuesday evening about whether to issue wider comms to the network.

We decided against because we felt that doing so might simply draw attention to the (inaccurate) report when many, many people would have been unaware of it. This in itself could have caused needless concern.

This is a fine balance and I am quite prepared to accept we don't always get it right though I do on this occasion think we did (while accepting your unhappiness with the approach).

We will be reflecting the report in our BAU channels (subspace) so that our position is clear.

I hope this helps if is not entirely satisfactory to you.

Best wishes

Mark

Sent from my iPhone

Begin forwarded message:

From: Angela Van-Den-Bogerd

GRO

Date: 11 September 2014 07:28:25
BST

To: Mark R Davies

GRO

Alana Renner

GRO

David Oliver

GRO

Richard R Weaver

GRO

> Melanie Corfield

GRO

>

Subject: Fw: The news

Mark,

The e-mail I referred to.

Angela

GRO

----- Original Message -----

From: Bryan Hewson

GRO

Sent: Thursday, September 11, 2014
05:22 AM

To: Angela Van-Den-Bogerd

Cc: Michael Larkin

Subject: The news

Tuesday 09/09/14

5:30pm BBC Radio 4 news summary
referred to:

Post Office's Horizon computer
system

Sub-postmaster's having lost their
positions

& ".... including a handful who were
imprisoned....."

Tues evening

Scoured PO website for official
statement - couldn't find it - I must
have missed it

Media pages - the Press release must
be there - nothing listed - started to
think I had imagined the news on
radio

Wed 10/09/14

8:45 am

"warm up" consisted of hearing staff
talking of seeing local tv news re

PO Horizon,

innocence

Gaoled

Lost businesses

My staff were in a state of shock,
disbelief & anger at how people like
them and their friends could have
been accused of theft, lost their
homes or even worse sent to prison

I was half prepared to meet my staff's reaction. I gave reassurance as best I could:

new management at the top (PV)

new policies of openness, transparency & honestly working together across the whole organisation, as per last Forum meeting in London

Wed night
Scoured PO web site for another hour - no statement found by my best efforts

Why was this handled this way?

To ensure the stated policy of openness, transparency etc is fully implemented as designed, ie nice sounding words that will never permeate even within Head Office / Support Centre London?

Why was there not a Memoview as a minimum means of communicating simultaneous with the press briefings?

As Michael knows Angela, in the last few weeks I have been trying to support branches with Mails coaching. Please do not underestimate the blow to counter staff's and branch owner's morale of the "news" broadcast on Tuesday

I intend bringing this matter up under AOB at today's meeting and am hoping this note will allow time for an appropriate answer to be given

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